

Appendix A: Meeting Agenda

Increasing Access to Mainstream Services for Individuals and Families Experiencing Homelessness: National Learning Meeting
AGENDA AT-A-GLANCE

Wednesday, October 6	Thursday, October 7	<u>Friday, October 8</u>	
4:00-6:00pm Focus Group Related to NGA Barriers Survey (by invitation only)	7:00-8:30am Breakfast/Conference Registration	7:30-8:30am Breakfast	
	8:30-10:00 Opening Session <ul style="list-style-type: none"> • Welcome by the Deputy Secretary of Veterans Affairs Gordon Mansfield • Background and Context • Review of the Agenda and Logistics 	8:30-9:00 Review of Day One/ Breakout Session Report Out	
		9:00-10:30 Concurrent Breakout Sessions #3 <ul style="list-style-type: none"> • Expanding Medicaid Coverage • Data Collection • Utilizing Multiple Financing Streams to Expand Housing #2 • Promoting Coordination 	
		10:00-10:15 Break	10:30-10:45 Break
		10:15-11:45 Concurrent Breakout Sessions #1 <ul style="list-style-type: none"> • Accessing Mainstream Services: SSI/SSDI Eligibility and Application • Informing Public Policy with Data • Utilizing Multiple Financing Streams to Expand Housing #1 • Mounting a Public Awareness Campaign 	10:45-12:15 Concurrent Breakout Sessions #4 <ul style="list-style-type: none"> • Expanding TANF and Other Mainstream Service Coverage • Maintaining Momentum • Strategies for Addressing Rural Homelessness • Discharge Policies
		12:00-1:30 Technical Assistance Discussion and Networking Luncheon	12:15-12:30 Break
		1:30-3:00 “Progress not Perfection”: Discussion of Barriers, Challenges and Solutions	12:30-2:15 Luncheon/Listening Session
		3:00-3:15 Break	2:15 - 2:30 Break
		3:15- 4:45 Concurrent Breakout Sessions #2 <ul style="list-style-type: none"> • Accessing Mainstream Services: Broader Issues • Homeless Management Information Systems • Prevention Innovations • Creating Effective Collaboration Mechanisms 	2:30 – 4:00 Closing Plenary <ul style="list-style-type: none"> • Breakout Session Report Out • Snapshot of Lessons Learned • Closing Remarks: “Where Do We Go From Here?”
		4:45 - 5:30 Networking Session Regarding Concurrent Breakout Sessions	

Increasing Access to Mainstream Services for Individuals and Families Experiencing Homelessness: National Learning Meeting

Hyatt Regency Crystal City
2799 Jefferson Davis Highway
Arlington, VA

Agenda

Objectives:

1. Showcase innovative approaches that States/Territories have implemented
2. Provide opportunities for peer-to-peer technical assistance
3. Renew the States'/Territories' commitment to fully implementing their action plans

Wednesday, October 6, 2004

4:00 p.m. – 7:00 p.m. Conference Registration

Thursday, October 7, 2004

7:00 a.m. – 8:30 a.m. Conference Registration and Continental Breakfast

8:30 a.m. – 10:00 a.m. Opening Session

- Welcome
 - Peter Dougherty, Director, Office of Homeless Veterans Programs, U.S. Department of Veterans Affairs
 - Gordon Mansfield, Deputy Secretary of Veterans Affairs
- Background and Context
 - Lynnette Araki, Senior Health Policy Analyst, Office of Planning and Evaluation, Health Resources and Services Administration
 - Jamie Hart, Director, Intercultural Health Practice Area, Health Systems Research, Inc., (HSR) Project Director
- Review of the Process
 - Lawrence Bartlett, Director, HSR, Moderator

10:00 a.m. – 10:15 a.m. Break

10:15 a.m. – 11:45 a.m.

Concurrent Breakout Session #1

- Accessing Mainstream Services:
SSI/SSDI
 - Noel Tyler (Oklahoma)
 - Tina Shamseldin and Mark Dalton (Washington)
- Informing Public Policy with Data
 - Charlene Flaherty (Arizona)
 - Sandy Miyoshi (Hawaii)
- Utilizing Multiple Financing Streams
to Expand Housing #1
 - ? Michael DeVos (Maine)
 - ? Jean Chicoine (Nebraska)
- Mounting a Public Awareness Campaign
 - Leticia Medina and Lloyd Pendelton (Utah)
 - Maria Fernanda Levis-Peralta and Ivette Perez Toro (Puerto Rico)

12:00 p.m. – 1:30 p.m.

Technical Assistance Discussion and Networking Luncheon

1:30 p.m. – 3:00 p.m.

“Progress Not Perfection”: Identifying Barriers, Challenges and Solutions

- Region I
 - Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Puerto Rico, Rhode Island, Vermont, Virgin Islands
- Region II
 - Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, Wisconsin
- Region III
 - Alabama, Delaware, District of Columbia, Florida, Georgia, Kentucky, Maryland, Mississippi, North Carolina, South Carolina, Tennessee, Virginia, West Virginia
- Region IV
 - American Samoa, Arizona, Arkansas, Guam, Hawaii, Louisiana, New Mexico, Northern Mariana Islands, Oklahoma, Texas
- Region V
 - Alaska, Colorado, Montana, Nevada, Oregon, Utah, Washington, Wyoming

Barriers, Challenges, and Solutions Session Description: State/Territory representatives will break into smaller groups to identify the key Federal- and State-level barriers and challenges they have encountered while implementing their Policy Academy action plans. Participants will also consider existing solutions for addressing these barriers and develop suggestions and potential new approaches for overcoming them. Results will be reported out during the Listening Session on Friday at 12:30pm, with the Deputy Assistant Secretaries of the Federal funding partners in attendance.

3:00 p.m. – 3:15 p.m. Break

3:15 p.m. – 4:45 p.m. Concurrent Breakout Session #2

- Accessing Mainstream Services:
 Broader Issues
 - Tom Pierce (Florida)
 - Steve Nelson (Arizona)

- Homeless Management Information Systems
 - Michelle Hayes (QED Solutions)
 - Lester Hoelewyn (Arkansas)
 - Pamela McCrory (New Jersey)

- Prevention Innovations
 - Gwendolyn Kenner-Johnson, Brenda Hanbury, and Julie Dworkin (Illinois)
 - Joseph Finn (Massachusetts)

- Creating Effective Collaboration Mechanisms
 - Harry Carver (Kentucky)
 - Jean Chicoine (Nebraska)

4:45 p.m. – 5:30 p.m. Networking Session Regarding Concurrent Breakout Sessions

Networking Session Description: Meeting participants will gather in the ballroom to network with colleagues and to visually review discussion notes from the concurrent breakout sessions, which will include identification of various strategies, implementation challenges, successful solutions, and potential outcomes.

Friday, October 8, 2004

7:30 a.m. – 8:30 a.m. Continental Breakfast

8:30 a.m. – 9:00 a.m. Review of Day One/Breakout Session Report Out
 ? Larry Bartlett, HSR
 ? Facilitators

- 9:00 a.m. – 10:30 a.m. Concurrent Breakout Session #3
- Expanding Medicaid Coverage
 - Catherine McKay (Delaware)
 - Sharon Sprague (Maine)
 - Data Collection
 - Tracy D’Alanno (Colorado)
 - Sherri Downing (Montana)
 - Utilizing Multiple Financing Streams to Expand Housing #2
 - ? Walter Jabzanka (Massachusetts)
 - ? Micheal Elliot (Georgia)
 - Promoting Coordination
 - Deborah De Santis and Larry Hatton (New Jersey)
 - Linda Povlich (North Carolina)
- 10:30 a.m. – 10:45 a.m. Break
- 10:45 a.m. – 12:15 p.m. Concurrent Breakout Session #4
- Expanding TANF and Other Mainstream Service Coverage
 - Jeff Barnes (New York)
 - Vicki Skryha (Oregon)
 - Maintaining Momentum
 - Laura Thielen (Hawaii)
 - Greg Shupe, Jeff Singer and Barbara DiPietro (Maryland)
 - Strategies for Addressing Rural Homelessness
 - Amy Apitz (Kansas)
 - Natalie Hutcheson (Kentucky)
 - Discharge Policies
 - George Epp and Tracy D’Alanno (Colorado)
 - Karia Basta and Rita McElhany (Missouri)
- 12:15 p.m. – 12:30 p.m. Break
- 12:30 p.m. – 2:15 p.m. Luncheon/Listening Session Concerning Barriers, Challenges, and Solutions
- Listening Session Description:** Facilitators and State/Territory representatives will report out on the key Federal- and State-level barriers and potential approaches discussed in the Identifying Barriers, Challenges, and Solutions session on Thursday afternoon.
- 2:15 p.m. – 2:30 p.m. Break

2:30 p.m. – 4:00 p.m.

Closing Plenary

- Breakout Session Report Out
 - Facilitators
- Snapshot of Lessons Learned
 - Jamie Hart, HSR
- Closing Remarks: “Where Do We Go From Here?”
 - ? Don Winstead, Deputy Assistant Secretary for Human Services Policy, Office of the Assistant Secretary for Planning and Evaluation, U.S. Department of Health and Human Services (HHS)
 - ? Patricia Carlile, Deputy Assistant Secretary for Special Needs, U.S. Department of Housing and Urban Development (HUD)
 - ? Peter Dougherty, Director, Office of Homeless Veterans Programs, U.S. Department of Veterans Affairs (VA)
 - ? Charles Ciccolella, Deputy Assistant Secretary for Veterans Employment and Training Services, U.S. Department of Labor (DOL)
 - ? Philip Mangano, Executive Director, U.S. Interagency Council on Homelessness (ICH)

Improving Access to Mainstream Services for Individuals and Families Experiencing Homelessness

Sponsored by:

U.S. Department of Health and Human Services

Administration for Children and Families
The Centers for Medicare and Medicaid Services
(formerly the Health Care Financing Administration)
Health Resources and Services Administration
Office of the Assistant Secretary for Planning and Evaluation
Substance Abuse and Mental Health Services Administration

U.S. Department of Housing and Urban Development

Office of Community Planning and Development
Office of Special Needs Assistance Programs

U.S. Department of Veterans Affairs

Homeless Veterans Programs, Office of Public and Intergovernmental Affairs
Health Care for Homeless Veterans, Veterans Health Administration

U.S. Department of Labor

Employment and Training Administration
Veterans Employment and Training Service
Office of Disability and Employment Policy
Center for Faith-Based and Community Initiatives

In partnership with:

U.S. Interagency Council on Homelessness
American Public Human Services Association
Association of State and Territorial Health Officials
National Association of Alcohol and Substance Abuse Directors
National Association of County and City Health Program Directors
National Association of State Mental Health Program Directors
National Conference of State Legislatures
National Governors' Association
National Head Start Association
U.S. Conference of Mayors

Appendix B: Participant List

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U.S. Department of Housing and Urban Development
U.S. Department of Veterans Affairs
U.S. Department of Labor

Improving Access to Mainstream Services for People Experiencing Homelessness: National Learning Meeting

Hyatt Regency Crystal City
Arlington Virginia
October 7-8, 2004

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Appendix C: Regional Breakout Session Notes

NATIONAL LEARNING MEETING REGIONAL BREAKOUT SESSION NOTES

1. COORDINATION AND COLLABORATION

CHALLENGES

Difficulty implementing Policy Academy action plans and maintaining Team momentum due to:

- *Limited Federal definitions of homelessness* that often exclude specific populations (e.g., the exclusion of families from “chronic homelessness”) and do not fit the specific context of the State or Territories (e.g., the HUD definition of homeless is limited in the Territories because many people on the islands are without sewers and in overcrowded situations which means a majority of population in some places could be defined as homeless) (Regions 2, 5, and 6).
- *Transitions in Team leadership and membership* (often every two to four years) mean that teams may lose leaders and “Team champions”, partner agency staff, and the attendance and commitment of department heads (Florida, Hawaii, Louisiana, Texas).
- *Fragmented Team planning and coordination efforts* due to lack of dedicated staff to manage implementation of the plan; turf issues among partner agencies (especially when money is tight) and silos in relation to funding, philosophy, and clientele; lack of State legislative buy-in for the issue or participation on Team; and because there are few opportunities for regional collaboration (Region 1, 2, and 5).
- *Lack of resources targeted for sustainability* in terms of competitive grants that only fund a few projects (e.g., Chronic Homeless Initiative, HOPE IV); initial support for demonstration grants that are expiring and not being refunded; legislative (rather than Federal agency-based) silos; and lack of specialized, targeted money for staff, planning, service, case management, and auxiliary services (Regions 4 and 5).
- *Few resources and models for discharge planning* within criminal justice, primary care, and foster care systems (Regions 2 and 5).

Difficulty coordinating planning activities due to:

- *Duplicative State and local planning activities* due to participation in multiple planning efforts (including multiple Policy Academies) that often involve the same participants (who are already overburdened) and are typically un-funded; lack of information on funding for multiple federal programs or State-level funding; and Federal reporting processes and requirements that are difficult and inconsistent (Regions 2, 3, 4, 5, and 6).
- *Difficulty coordinating with Federal initiatives* in relation to maintaining local and regional Federal agency (e.g., SSA, Labor, TANF, Agriculture) support for Policy Academy activities; finding support from the Federal to regional/local level that varies by State and seems person-specific or office-specific (Oklahoma, New Mexico); and a lack of understanding among Federal leaders about the goals of and at times unrealistic expectations for non-Federal sustainability (Region 4).
- *Issues unique to the Territories*, such as difficulties coordinating policies and activities across the islands (e.g., support can be spread over islands but at times concentrated in certain areas which can lead to feelings of not getting a fair share); overcoming the politicized nature of collaborative work; being compared to and paired with other places that may not face the same understanding of the issue, social structure, population, cultural issues, and funding; being treated like stepchildren but expected to perform like mainland States; and lacking support from some regional Federal representatives (Region 6).
- *Recognizing rural homelessness as an issue* that is not within the urban prototype and requires resources (e.g., planning money) for small organizations without capacity participate in Continuum of Care and other processes (Region 5).

1. COORDINATION AND COLLABORATION

SUCCESSFUL STRATEGIES

Maintaining momentum within the Policy Academy Team and coordinating planning activities by:

- *Supporting planning and implementation efforts* by conducting quarterly meetings; unifying attendees; coordinating Web sites and other communication efforts; and hosting a Policy Academy Networking Meeting to coordinate numerous planning efforts on related issues (Michigan).
- *Coordinating activities and maintaining momentum within the Team*, including coordinating resources of all invitees to focus and leverage energy, especially all Federal required planning requirements (e.g., Consolidated Plan and Continuum of Care plan); hosting a State super conference across issues to learn of efforts ? especially leveraging State training money (e.g., Montana has a conference once a month on different issues but could integrate them (Region 5).
- *Enhancing buy-in for the Policy Academy Team* by asking State agencies to educate one another on their programs and how they impact each other through the development of an Interagency Council on Homelessness; involving legislative staff as part of Policy Academy team or workgroup rather than a legislator who does not come; and bringing local providers together to understand what is being done on State-level regional forums with local Continuum of Care (Virginia).
- *Expanding the capacity of the Policy Academy Team or State Interagency Council* by fostering the development of strong local and State coalitions; getting local representatives from State agencies to meet with local planning teams and providers; utilizing local plans to end homelessness as tools for the larger, Statewide planning activities; utilizing a planning grant through the Office of Community Services; and utilizing the National Governor's Association model of Policy Academics that includes and targets congressional people (Regions 4 and 5).
- *Expanding capacity within the Territories* by providing training for staff on grant writing (e.g., certification program research associates) and by capitalizing on relationships with Federal representatives from Policy Academy to bring in Federal representatives to speak at events or to help with tapping into previously unused or underused Federal resources (e.g., Puerto Rico) (Region 6).
- **BREAKTHROUGH:** *Supporting the collaborative work of the Policy Academy Team* by creating an interagency council at State level to build relationship and sustain capacity; asking strong State agency leadership to talk to one another to integrate services and shift toward this in community; holding quarterly meetings across collaborators to weave together simultaneous planning and data efforts (Nevada and Oregon).

Engaging partners in solutions by:

- *Building capacity through partnerships* by including consumers in all phases of planning and implementation (Region 6); and increasing budgets and resources for both governmental and non-governmental agencies (Region 6); collaborating with TANF and Public Housing Authorities (Region 1); creating interagency working groups at State and country levels to address the needs of youth within various systems (Ohio); and opening up the training on substance abuse and mental health to a broader audience to decrease costs and promote networking (Massachusetts).
- *Engaging new partners*, such as legislators, Veterans Affairs, law enforcement, criminal justice systems, the National Homebuilders Association, VISTA, AmeriCorps, Interagency Council on Hunger and Poverty, and retired executives from nonprofit organizations (i.e., Loan an Exec through the Chamber of Commerce) (Nevada and Oregon).

1. COORDINATION AND COLLABORATION

SUCCESSFUL STRATEGIES (continued)

Engaging partners in solutions by (continued):

- *Partnering to address discharge planning* by instituting a pilot program through the Byrne (Justice) grants to fund supportive housing for heavy users of jails, shelters, and hospitals (Region 1); hiring specialists to navigate prison release issues (Minnesota); blending funding for mentally ill offenders (Kansas); partnering with child welfare agencies regarding youth aging out of the system (Ohio); and ensuring prevention activities focus on both services and housing, especially in Continuum of Care money use (Region 5).

Exploring funding opportunities by:

- *Maximizing existing resources* by using TANF money to ensure housing stability of TANF recipients (Hawaii); tapping into (limited) State General Funds (Minnesota); and layering service dollars on top of housing dollars (Georgia).
- *Exploring creative funding options* by creating a State mandate to set aside resources for homeless programs (Region 3); earmarking taxes or other resources for special populations (Ohio); working with the State budget office to provide direction for blended/ matching/ new money as incentive to support efforts addressing homelessness (Kansas); and creating a Housing Trust Fund (Louisiana).

2. MAINSTREAM SERVICES

CHALLENGES

Limited funding for and access to mainstream services due to:

- *Difficulty getting mainstream service agencies to the table* to address homelessness when there is a perception that there is no problem and a lack of solid data to market the issue (Region 6).
- *Limited access to mainstream services* such as Health Care for the Homeless (Delaware) and Department of Labor resources (Regions 3 and 5); Medicaid (e.g., the lowering of Federal amount in Medicaid reimbursement or the cap on Medicaid at 50/50 which most Territories can't meet) (New Mexico and Regions 3 and 6); SSI and SSDI (Region 6); and the lack of presumptive eligibility within mainstream services for people who are homeless (Region 4).

SUCCESSFUL STRATEGIES

Engaging partners in solutions by:

- *Utilizing existing infrastructure and partnerships* by tapping into the Access to Recovery Program to support choice in clinical substance abuse treatment and recovery support services for clients who are homeless (Connecticut), and collaborating with State and community partners to provide services focused on independent living, life skills, and after school transitional programs for youth (Region 1)
- **BREAKTHROUGHS:** *Adapting successful models* including the Baltimore model for an SSI presumptive eligibility pilot in Savannah, Georgia; Rhode Island's model of single site Medical Service Center with Single Room Occupancy units (SRO's) to provide wrap-around services for the client; the "211" system to link clients to services in Texas; and a unified eligibility process with a card and universal access to benefits that is linked to reporting so data is automatically tallied (Quicken style) (Region 5).

Exploring funding opportunities by:

- *Maximizing existing resources* by utilizing Community Services Block Grant (discretionary State level funds) to fund anti-poverty work with community action organizations (www.nascsp.org); using TANF funds for families and youth experiencing homelessness (Connecticut); leveraging Medicaid funds with seed money from block grants; looking into State and local funding (Region 3).
- *Exploring creative funding options* such as investing general funds to create capital (Connecticut); recycling housing money for services and reinvesting money from hospital closings to community based residential services (Massachusetts); and reinvesting county funds (Pennsylvania).

3. HOUSING

CHALLENGES

Limited supply of and access to housing stock due to:

- *Difficulty accessing funding for housing* because States and Territories have to apply for Federal assistance each year; cobble together funding for permanent supportive housing; manage resources that may focus more on housing development than rental assistance and operating costs; and have difficulty identifying and securing predictable funding sources for supportive services and ongoing operations (Region 1).
- *Limited supply of housing stock* due to the insufficient number of housing units (even for voucher holders) and Single Room Occupancies (SRO); lack of housing subsidies; mismatch between units and the number of people who are homeless; danger of losing Section 8 funding; changed criteria priority for housing (that does not help currently homeless); and the fact that the cost of housing outpaces minimum wage (Regions 1, 2, and 3).
- *Lack of housing options for specific populations* such as those with mental disabilities and youth ages 16-17 (Regions 1 and 5).
- *Few partnerships with key stakeholders* such as the Housing Finance Authorities (HFAs) in light of existing disincentives to house people who are homeless as well as their limited capacity and sometimes unwillingness to house people who are homeless (Region 1); and with Public Housing Authorities (PHAs) due to their exclusion, in many cases, of convicted sex offenders and drugs from housing, and lack of knowledge about waivers (Region 2).

SUCCESSFUL STRATEGIES

Exploring ways to maximize existing and create new housing stock by:

- *Expanding housing stock* by matching elders and those with a disability with people seeking affordable housing through the HomeShare program (Vermont); subdividing housing or older homes; creating middle-income housing projects to free up less expensive units; working with inmates to rebuild housing and refurbish Habitat for Humanity (Kansas); pursuing aggressive home finding to move from motels to housing (New Jersey).
- *Exploring creative funding options* such as setting aside USP home funds for provider training and piloting a program to pool resources (Rhode Island) and setting up funds for State Special Projects of Regional and National Significance (SPRANS) that include requirements for agency collaboration (Minnesota).

Engaging partners in solutions by:

- *Forming partnerships* with for-profits and landlords to get people immediately into housing (Vermont) and creating a combined list of options and housing tool box (www.northstar.com) (Minnesota).
- *Addressing the needs of specific populations* by supporting local housing option teams at the county level through the Office of Minority Health; working with non-profits willing to assist with housing and sign leases for youth who are homeless; collaborating with corrections and youth services to form housing and services initiatives (Pennsylvania and others in Region 1).
- **BREAKTHROUGH:** *Using Supportive Housing Program TA money* to assist with needs and flexible interpretation to help develop grants for small organizations (Region 5).

4. DATA AND INFORMATION GATHERING

CHALLENGES

Difficulty documenting the extent and nature of homelessness due to:

- *Lack of data on housing status within mainstream services* because agencies may not even know if they are serving persons who are homeless because they don't ask for housing status (Maryland); inconsistencies exist in documenting people who are housed but still using mainstream resources (Delaware); and due to negative perceptions of HIPPA as punitive and fear-based (Region 4).
- *Lack of culturally and regionally appropriate data elements and collection tools*, so States and Territories have to address the mismatch between HUD demographic items and HRSA demographic items, e.g., Hispanic as racial or ethnic choice (New Mexico); the inconsistencies regarding undocumented people (New Mexico, Arizona, and Texas); and the inconsistency of tools such as a point-in-time survey as numbers vary greatly in relation to weather conditions and natural disasters within the Territories (Region 6).

Difficulty utilizing, coordinating, and supporting data reporting systems due to:

- *Issues with managing large and varied data systems* as States are required to consistently update data (Maryland) and utilize multiple databases for data reporting for Federal programs that often use different definitions of homelessness (Kentucky).
- *Difficulty utilizing Homeless Management Information Systems (HMIS)* in spite of the lack of money for staff support and difficulty translating HMIS data without high speed internet (Region 6).

SUCCESSFUL STRATEGIES

Working with mainstream programs to collect data by:

- *Including data elements on housing* by requiring the Community Services Block Grant (CSGB) to track housing status (Missouri); requiring various block grants to ask for data on use of services by people who are homeless (Region 3); and requiring Medicaid to track for housing status (West Virginia)

Integrating data collection efforts by:

- *Integrating efforts through HMIS* by matching mainstream programs (e.g., CSBG) data collection to HMIS (Region 3) and combining data collection from multiple programs into one system, such as HMIS, to create a single point of intake (Missouri and Delaware).
- **BREAKTHROUGH:** *Utilizing HMIS hard data* to quantify the need and help with advocacy efforts (Region 2).

5. EDUCATION AND PUBLIC AWARENESS

CHALLENGES

Lack of public awareness and understanding of the problem due to:

- *Limited attention to the issues* due to status quo attitudes toward homelessness (New Hampshire); lack of acknowledgment of homelessness (Vermont); lack of public understanding about what Federal agencies and programs do (Kentucky); and distrust about what the government is doing to address social issues (Region 6).
- *Community resistance to 501c 3's* (charitable organizations) who are addressing homelessness (Region 3).
- *Difficulty proving there is a homeless population* and changing public perception and cultural norms to acknowledge and address the issue (Region 6).

SUCCESSFUL STRATEGIES

Increasing awareness and support by:

- *Launching a public awareness campaign* that includes a Solidarity Day and a Mayor's Summit, features island-wide planning activities, and effectively taps into private foundation resources (Puerto Rico).
- *Conducting public hearings* to educate and get buy-in and encouraging intensive media coverage (Hawaii).
- *Hosting annual forum for legislative aides* to discuss the planning groups' mission and concerns, orient the aides, and ask for support (Virginia).
- *Reframing the social services systems' perceptions* by not labeling housing and services for homeless (Vermont); referring to shelters as transitional housing to reduce stigma; and providing scattered site, permanent housing with intensive mobile services rather than moving from emergency to transitional to permanent housing (Pennsylvania).

Appendix D: Meeting Evaluations

Increasing Access to Mainstream Services for Individuals and Families Experiencing Homelessness: National Learning Meeting

Hyatt Regency Crystal City
 2799 Jefferson Davis Highway
 Arlington, VA

MEETING EVALUATIONS

Please respond to the following questions using a 1-5 scale (1 = not at all, 3 = moderately, 5 = entirely):

1. How well did the meeting achieve the following objectives:	
A. Showcase innovative approaches that States/Territories have implemented	4.2
B. Provide opportunities for peer-to-peer technical assistance	4.5
C. Facilitate a dialogue between Federal and State collaborators regarding barriers, challenges and solutions	3.7
D. Renew the State's/Territory's commitment to fully implementing their action plans	3.7
2. To what extent did the plenary sessions contribute information that will be useful for your State's/Territory's activities?	3.5
3. To what extent did the concurrent breakout sessions contribute information that will be useful for your State's/Territory's activities?	4.3
4. To what extent did the regional breakout sessions contribute information that will be useful for your State's/Territory's activities?	4.1
5. How useful was the listening session concerning barriers, challenges, and solutions?	3.9

6. What aspect(s) of the National Learning Meeting did you find to be particularly useful or effective (e.g., plenary sessions, facilitated breakout sessions, regional discussion group, peer-to-peer learning opportunities, etc.)?

- Peer -to-peer format of breakouts allowing discussion and additional showing of ideas and giving feedback to Federal partners
- Peer-to-peer and regional discussion
- Peer-to-peer learning and breakout sessions and discussions
- Peer-to-peer learning and breakout sessions like Chick Cicolella's labor pitch
- Networking and peer-to-peer brainstorming
- Networking
- The structure of the facilitated breakout sessions was excellent and really achieved peer-to-peer learning
- Workshop format was excellent. Limiting speakers and offering an opportunity for dialogue among the participants made the sessions quite useful
- Format of facilitated breakouts was very helpful. Opportunity to network with the Corporation for Supportive Housing and others was also useful
- The breakout sessions allowed for flow of ideas to address questions and needs
- Breakout sessions and peer-to-peer learning
- The breakout sessions were particularly useful
- Breakout sessions were most helpful in providing evidence-based practices that can be replicated
- Facilitated breakout sessions included a great selection of topics
- Breakout sessions on SSI/SSDI, prevention innovations, utilizing multiple financing streams to expand housing #2
- Breakout sessions on utilizing multiple financing streams #2 and addressing rural homelessness; the networking was invaluable
- Breakouts, informal poster/networking meetings, barriers discussion
- Hearing what worked for other States
- Regional meetings were extremely helpful – it is very healthy to provide opportunity to share best practices and provide focused feed back to our Federal partners
- Regional discussion group and opportunities for peer-to-peer discussion. Issues seemed to be more appropriate when discussed by region

- Regional discussion group was most beneficial
- The regional meeting was a great session to understand that many of the States/Territories are in the same boat
- Regional discussion groups were very informative and the session on point-in-time studies also very good
- The progress not perfection discussion of barriers, challenges and solutions session, where we also had the ability to say what we want the Federal agencies to do, was very helpful
- Regional discussion groups; use of strategies, challenges, breakthroughs, what would help in all the breakout sessions to keep focus; listening session report out
- Listening session report out and Federal representative presentations. Thanks Jamie, for putting the PowerPoint together so quickly. It was really worthwhile, keep this up.
- The regional discussion group was helpful, as were the breakout sessions. Some of the peer-to-peer discussions were also useful
- Final Federal panel not particularly useful
- Plenary and peer-to-peer learning
- Interacting with peers from other States; Medicaid publications and discussions; the facilitated breakout session and the larger conference were well organized and well facilitated. I am so grateful that DOL is at the table!
- All but some sessions more helpful than others. Gained something from every thing
- All of them – breakout sessions, regional sessions, and peer-to-peer opportunities
- All were very informative; in priority order: 1) facilitated breakouts; 2) peer-to-peer networking; 3) plenary session; and 4) regional discussions

7. What issues came up during the National Learning Meeting that you felt you needed better guidance or information for you to address? What might help you move forward?

Collaboration, coordination, and strategic planning

- The single missing piece for Rhode Island is a dedicated person to help us to implement the plan. I have done much of this by default, but it has been very difficult
- Dedicated staff funding
- Federal money for State coordinator of Interagency Council on Homelessness (ICH) – dare I say unwatched?
- Federal money (with minimal/little State match) for ICH coordination in-State (e.g., \$250,000/year for 3-5 years at least)
- Model to integrate all of the diverse “plans” to address homelessness

- Working to end homelessness across political position changes and gaining bi-partisan support and long term sustainability
- Much better State outcome measures and quantitative goals and how to convince our Governor to staff/put more money into the council in the State
- Working with new members on Policies Academies at State level to embrace the issues and challenges
- Need to help getting rural areas involved and motivated when there is little if any financial incentive to get them to the table
- Information on all the different service providers from different States and the many different programs or services plans or blueprints
- Coordinating reporting requirements

Mainstream Services

- Accessing TANF Funds to assist in service delivery for homeless families
- Washington is behind the in the area of employment/vocational opportunities for persons who are homeless and or disabled. I spoke briefly with Jacque Mason who gave a couple of suggestions but I think we could us more TA in this area

Housing

- Help in clarifying various HUD regulations across HUD area offices. Information on innovative sources to fund support services
- Feedback on status of domestic violence request on national level not to participate HMIS (as encouraged by HUD and required in 2004 RFP that all recipients of ESG be a part of HMIS). What do we tell them when we are contacted? What is HUD's position?
- Washington State is struggling somewhat to maintain the community's investment in and enthusiasm for Homeless Management Information System (HMIS). I will take back some useful information about this
- HMIS strategy support – would like to have facilitated meetings of all CoC in Virginia to discuss HMIS
- Need to help with data collections efforts
- Best practice service models that are directly to housing. Using U.S. Census data to illustrate homelessness needs
- Need more information on Oxford Houses
- Possible change in Emergency Shelter Grant (ESG) reporting requirements

Other

- Money is needed to make the goal of ending homelessness
- Issues facing rural homeless are still not being addressed although Pat Post did mention they

have heard us and are looking into it

- Need more specific strategies for rural States vs. urban areas
- The benefits in tackling the problem as a whole from a smaller Territory
- More strategies for and focus on homeless prevention
- It is very difficult to compare larger, more financially capable/stable States with those of us who are not
- Understand different State structures and different “developmental stages”
- Would like assistance with the first homeless conference scheduled for April/May to highlight prisoner re-entry issues
- Would like to get tips on how to do some specific topic focus group discussions
- Not sure if our concerns were truly heard

8. What new ideas did you take away from this meeting?

Collaboration, coordination, and strategic planning

- The meeting helped me to refocus on the importance of coordination among Federal, State, local, non-government housing services, Medicaid, mental health, mental retardation, etc.
- Add members from Statewide Community Action Programs (CAP) association and housing authorities to Policy Academy team
- Bring TA to assist in our efforts. State government agencies could benefit from seeing Federal partners working across agency boundaries.
- Inspiration and re-energization - mostly lots of small tips and budding partnerships networking were great
- Collaborative process ideas for organizing Interagency Councils use of HMIS to measure outcomes and tell the homeless story
- Tracy D’Alanno’s (Colorado) point-in-time survey presentation was very good
- New ideas of who to begin involving more readily to streamline and make services flow more smoothly
- New ideas on funding and more specific ways to run our process. I have also heard some exciting strategies for implementing our plan
- Re-evaluating the priorities of the partially completed State plan
- That we need a homeless policy specialist finding common ground with stakeholders and need to create policies to support this effort
- Possible use of “loaned executives” to help with the action plan

- The need to better centralize homeless resources on the State level
- Importance of committing the existence of Interagency Council to law
- Consider broader ICH focus on poverty
- Percentage of funding from various Federal agencies that is dedicated to homeless strategies
- Be more proactive with the Federal ICH to do focus group discussions to work on solutions
- Having homeless intervention and prevention funds allocated by CoC rather than the State
- Additional law enforcement, corrections, and Department of Justice (DOJ) programs to include in Continuum of Care (CoC)
- How to better coordinate with corrections
- Advise on how to better engage VA in process
- Involving the DOL
- Possible agreement with USDA to give payments directly to our group homes and supplemental housing
- Working closer with legislative aides

Mainstream Services

- Including a “Homeless” designation on SSI applications.
- Contact at regional Social Security Administration (SSA) office for SSI/SSDI push on presumptive disability
- SSI/SSDI as presumptive disabilities
- Effective ways to access SSID
- Using homeland security money for IDS/ID replacement
- Rural interventions in Kentucky
- Better use of one-stop (employment) to reach out to homeless in rural areas
- Loved Arizona’s self-sufficiency matrix and Illinois’s State prevention program
- Utah’s tax check off
- People from other States that have mentors/persons in recovery to provide engagement and support sources to clients that can advocate for these in our State
- Several new ideas for expediting support and services to the homeless we serve in our agency programs

Housing

- Expanded use of CoC and new ideas for housing and generating funds
- Public Housing Authorities (PHAs) can serve people with criminal record – except those registered sexual offenders and those creating amphetamines on Federal property. Might need to re-educate PHAs
- Develop relationships with PHAs to show them how they can help the homeless
- City of Savannah Housing Authority model was one of many on my list of things to check into
- Ideas from Savannah, Georgia Homeless Authority and from Connecticut and Maine on developing funding streams
- Rapid housing strategies (e.g., Washington, D.C. using Community Services Block Grant funds for homeless invoicing cap agencies)
- Bond financing for housing
- Using multiple housing funding streams
- Ways to use Section 811 money for non-congregate housing
- Using Section 8 for condominiums
- HMIS development (control reporting)

Discharge planning and prevention

- To work on a pre-release agreement between Social Security Administration and Department of Corrections in our State
- Several new funding sources for re-entry initiatives
- Colorado’s discharge planning model
- Discharge planning technical resources
- ID’s for people coming out of institutions and better ideas on promoting coordinating services at the community level

Other

- First, I find it helpful simply to hear what is possible to accomplish, both by listening to speakers as well as getting details on what other States are doing. Second, I find it helpful to be in a space where I can remind myself of what our State is doing and reframe and understand existing activities. Third, I’ll be taking back a clearer vision of data collection/use for this initiative. Mostly I have a renewed interest and energy in the compassion and activity of our Policy Team Members

9. What is the top action you will take based on this meeting?

- Re-convene core steering group of the Policy Academy. Prepare transition book on

Homelessness for new Governor. Consider options and request TA

- Ask our council to step it up, for our Governor to announce the formation of the council, and for cooperation from all service providers/agencies to work on plan
- Report to Governor's office on what was learned in meeting and get them to encourage agency head's on Policy Academy process (already in the works)
- Bring stakeholders into the interagency council planning sessions. Work towards more effectively using our action plan as a more effective tool
- Push for the completion of our State plan and involve State legislators in the process
- Review action plan and place significant emphasis on coordination
- Hopefully strengthen and improve effectiveness of the Statewide consortium
- Reorganize our implementation group of the Interagency Council based upon new ideas
- Work on implementation of new ideas
- Reorganize State level response and coordination around homelessness
- Report back to peers and supervisors on what I heard and utilize some materials to prompt further discussion and proposals for technical assistance
- Present information to State ICH and incorporate the main theme into our process
- Restructure and more formally organize our ICH
- Create Interagency Task Force in New Mexico by executive order or legislation as the superintending "power" as plan; committee will exist until homelessness ends in New Mexico
- Report back to State Interagency Council on lessons learned from other States' Policy Academy work
- Share with entire Interagency Council and go from there after hearing other attendee's input and discussion
- Share some of the best practices with CoC participants and Policy Academy/Interagency Council Members
- Incorporate all local CoC plans into State plan
- Pursue establishing more specific contacts for networking
- Increase quality of contact with the Governor's office
- Plan a Policy Academy to help municipalities develop their plans to end chronic homelessness

- Renew emphasis on housing development
- Request TA
- Request TA for HMIS support for local continuums in Virginia
- Follow through on HMIS establishment
- Share the self-sufficiency matrix with Texas jurisdictions
- Expand work group to include more organizations like the Council of Churches
- Collect data to get stakeholder buy-in to redefine homelessness and increase public awareness of the problem
- Explore use of targeted case management as well as Oregon's Medicaid analysis on supplemental living source reimbursement
- Communicate and educate on a local and national level how Social Security Administration and Developmental Disabilities Services can help better serve those serving our homeless
- Address barriers to SSI re-entry issues
- Investigate a tax check off

10. Additional comments

- Networks and relationships make change happen – keeping the dialogue going between policy academy States is extremely important and very valuable
- This was my first conference on the issue of homelessness. I learned an incredible amount in a short period of time and got to network with our Federal partners and other States. This is a wonderful initiative. I am so pleased to see government and non-government groups cooperate this way. Good job
- I know we gripe a lot, but it's important to have these meetings, if for no other reason than to give feedback to the Feds. I think that's the cure of the primary purposes of these gatherings. Thanks. Also, how about some time for State's to meet by themselves to synthesize information and plan for going home. Thanks to Pete Dougherty for sharing how a department can prioritize homelessness with HUD, HHS and DOL
- At least one of the Federal responders at final session missed the point of several of the suggestions when she addressed them. I hope they are given further consideration as they were intended not as she interpreted them. Please!! The specific issues include the definition of homelessness and single application funding (uniform across agencies, not only those in CoC programs)
- I think that the one topic which wasn't addressed much but was on most people's minds is to "ignore the fact that Federal program funds are being cut because HUD is reducing Section 8

and low rent. We want you to end chronic Homelessness anyway”

- In Washington State it would be helpful to have a follow up meeting with the Federal policy staff early in 2005 to “re-change” and “re-focus” our efforts. This may provide a good opportunity to engage in the Governor/staff in the process
- The networking is always helpful – the proof of usefulness will be in the steps made relatively quickly by the Federal agencies, particularly to collaborate and communicate as well as they see us at the State and local level do
- It would be a great idea to have Federal and State level people meet either region by region or State/territory by State/territory for more meaningful conversation
- Great learning meeting, the only recommendations I have is to do quality reviews of the concurrent presentations
- Excellent planning and execution, enormous amount of good information exchange, and very informed and prepared speakers and facilitators
- Wish some of the breakout sessions could have been repeated
- I would have liked to be able to attend more breakout sessions
- Great sessions. I hated to miss several of the breakout sessions as I am sure equally good information was being shared there. Although hotel staff and accommodations were excellent, it was a little remote. This effort should be repeated annually! Thank you
- Copies of presentations are appreciated
- Good group, many good ideas, and overwhelming at times
- While I understand that most folks were commuting from outside Virginia, ending the session at 4 p.m. on a Friday in northern Virginia was problematic, coupled with the fact that it was a lead in to a holiday weekend.
- The meeting was extremely well organized and managed
- Very well organized, very extensive, and very enjoyable. Jamie Hart did a great job – she was very helpful to me
- Thanks for making it possible for Alaska to participate in this National Learning Meeting
- Wonderful experience. Thank you
- Very productive meeting! Thank you
- THANK YOU